

**GOVERNMENT OF INDIA
LABOUR AND EMPLOYMENT
LOK SABHA**

UNSTARRED QUESTION NO:1780
ANSWERED ON:12.03.2007
RESTRUCTURE OF EPFO
Sugavanam Shri E.G.

Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:

- (a) whether the Government is aware of the problems being faced by the subscribers of Employees Provident Fund Organisation (EPFO) in submitting their claims for withdrawal, settlement and transfer to any EPFO and its long delay ;
- (b) if so, the details and the reasons therefor ;
- (c) whether the Government has any proposal to restructure the EPFO ;
- (d) if so, the details thereof; and
- (e) the steps taken by the Government to ensure faster services by EPFO ?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF LABOUR AND EMPLOYMENT (SHRI OSCAR FERNANDES)

(a)&(b) : Claims received complete in all respects are required to be settled within 30 days. However, delay in certain cases occur on account of non- submission of returns/non-remittance of dues by the employer, non-attestation of forms by authorized signatory, etc.

(c)to(e) : Yes, Sir. The Employees` Provident Fund Organization has launched a modernization project `Re-inventing EPF, India`, which seeks to achieve, inter alia, the following objectives :

- (i) Establish a turn around time of 2-3 days between receipt of a claim form and issue of cheque.
- (ii) `Any Time Any Where` access for a member to service for settlement of claim or for information relating to account balance.
- (iii) Create a compelling environment for compliance and promote voluntary compliance.
- (iv) Create a facilitating environment and capacity for geometric growth in membership.
- (v) Establish a nationally unique Social Security Number.

The trial run of the project has been launched at six pilot locations of EPFO viz. Hyderabad, Indore, Patna, Mangalore, Kota and Karnal.